Business eFile & Pay: 1-800-514-8296

Iowa eFile & Pay Telephone Script
Amended Withholding Quarterly Return and Payment by ePay

Please Note: A MONTHLY RETURN DEPOSIT CANNOT BE AMENDED
- o If you chose the payment option of mailing a check send the check with the correct tax amount due. If you chose the payment option of ePay you will cancel the payment and then choose to "make a payment" for the correct tax amount.
- o If you need to amend a period that has already passed you will choose to amend the quarterly return for that period

WELCOME TO THE IOWA eFILE & PAY SYSTEM

STEP 1
If you are calling from a touch-tone phone, press 1 now. If you are calling from a rotary phone, please visit our Web site at www.state.ia.us/tax or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8 a.m. -4:15 p.m. Central Time.

(The following script occurs after the user presses 1.)

STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)
Please enter your 8-digit Iowa Business eFile Number.
You have entered --------.
If this is correct, press 1.
If this is incorrect, press 2.

STEP 3 (Enter 4-Digit User ID)
Please enter your 4-digit User ID.
You have entered --------.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

STEP 4 (Enter 8-digit Password)
Please enter your 8-digit Password.
You have entered --------.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

STEP 5 (File, Pay, Change Password, Demo)
To file your return, press 1.
To make a payment, press 2.
To cancel a payment, press 3.
To change your Password, press 4.
To demo this system, press 5.
To hear this list again, press 9.

(The following script occurs after the user presses 1.)

STEP 6 (Tax type)
(Press the number corresponding to withholding tax.)

STEP 7 (Permit number)
    Enter a permit number for the tax type you selected, followed by the pound sign (#).
    You have entered ------------.
    If this is correct, press 1.
    If incorrect, press 2.

    (The following script occurs after the user presses 1.)

STEP 8 (Filing type)
    To file a monthly withholding deposit, press 1.
    To file a quarterly withholding tax return, press 2.
    To file an annual Verified Summary of Payments, press 3.

    (The following script occurs after the user presses 2.)

    You indicated you wanted to file a quarterly withholding tax return.
    If this is correct, press 1.
    If not, press 2.

    (The following script occurs after the user presses 1.)

STEP 9 (Filing period)
    Enter the month and year for the period you are filing.
    If filing a 2005 VSP enter 122005.

    You have selected to submit a return for ------
    If correct, press 1.
    To select a different period, press 2.

    (The following script occurs after the user presses 1.)

    Our records indicate that a tax return or report has already been filed for the period entered.
    If you would like to amend this return, press 1.
    To select a previous filing period, press 2.
    To end this call, press 3.

STEP 10 (Tax withheld)
    Enter your Iowa income tax withheld for ------- in whole dollars, followed by the pound sign (#).
    For example, if the amount is $225, you will enter 225#.
    If the amount is zero, you only need to press the pound sign (#).

    You entered ----.
    If correct, press 1.
    To enter a different amount, press 2.

    (The following script occurs after the user presses 1.)

STEP 11 (Deposits)

Enter the amount of monthly deposits for this return in whole dollars, followed by the pound sign (#).
For example, if the amount is $225, you will enter 225#.
If the amount is zero, press only the pound sign (#).
(If you are a quarterly filer you will press the pound sign (#) for monthly deposits.)

You entered monthly deposits of ----.
If correct, press 1.
To enter a different amount, press 2.

(The following script occurs after the user presses 1.)

STEP 12 (Credits or Adjustments)

Do you have any credits or adjustments to claim for this return?
If yes, press 1.
If no, press 2.

(If the user presses 1, another round of script begins to enter credits and adjustments.
 If the user presses 2, the script picks up with Step 14.)

STEP 13 (Penalty)

Depending upon the specific circumstances of the filing of the original return, you may or may not owe penalty. If you owe additional tax, you can either calculate any penalty you think you might owe, or the Department will calculate that amount and bill you.

To enter any penalty, press 1.
To proceed without entering any penalty, press 2. (You will advance to the Verification step.)

(The following script occurs after the user presses 1.)

Please enter your total penalty amount in dollars and cents followed by the pound sign (#). For example, if the amount is $25.50, you will enter 2550#.

You entered a penalty of ----------.
If correct, press 1.
To enter a different amount, press 2.

STEP 14 (Verification)

Your Iowa tax withheld is -----.
Your monthly deposits for this quarter are -----.
Your credits and adjustments claimed are -----.
Your balance due is -----.
Your penalty is -----. (Occurs only if you entered a penalty amount at Step 14.)
Your interest is -----.
Your total amount due is -----

To continue, press 1.
To repeat, press 2.

(The following script occurs after the user presses 1.)

Your return is not completed until you receive a confirmation number.

STEP 15 (Payment Options)
  If you would like to pay by electronic funds transfer (direct debit), press 1.
  If you would like to pay by check, press 2. (Instructions and confirmation # will be given)
  If you would like to pay by credit card or ACH Credit, press 3. (Instructions and confirmation # will be given)

  (The following script occurs after the user presses 1.)

STEP 16: IF USER CHOSE ELECTRONIC FUNDS TRANSFER (DIRECT DEBIT) (#1) also known as ePay.
  The total amount due is -----.
  To pay this amount, press 1.
  To pay a different amount, press 2.

  (The following script occurs after the user presses 1.)

  Please enter a 9-digit bank routing number.
  You have entered ---------.
  If this is correct, press 1.
  If this is not correct, press 2.

  (The following script occurs after the user presses 1.)

  Please enter a bank account number.
  You have entered bank account number --------.
  If this is correct, press 1.
  If this is not correct, press 2.

  (The following script occurs after the user presses 1.)

  If this is a checking account, press 1.
  If this is a savings account, press 2.

  You have indicated this payment is from your (savings or checking) account.
  If this is correct, press 1.
  If this is not correct, press 2.

  (The following script occurs after the user presses 1.)

  Please enter the date you wish to make your payment. For example, for April 30, 2005, enter 04302005.

  Your payment will be made on --------.
  To complete this transaction and receive a confirmation number, press 1.

  If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

STEP 17 (CONFIRMATION NUMBER: Be sure to write this down.)
  Your confirmation for this transaction is -------- and the date and time you are submitting this transaction is ---------, -- at ---- (a.m. or p.m.).

  Please keep this information for your records.

  To hear this message again, press 1.
  To file another return, press 2.
  To end this call, press 3.